

April 1, 2010

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM #10-19**

The City of Birmingham is soliciting proposals from qualified providers in response to this Request for Proposal (RFP) for Inmate Telephone Systems for the Birmingham City Jail.

Parties wishing to submit a proposal can download the complete solicitation via the internet at www.birminghamal.gov (go to the link titled **Bidding Opportunities**), or by visiting the Purchasing Office at the address shown above, or by calling (205) 254-2265, fax (205) 254-2484 and requesting a copy be mailed to you. Any addenda will be available on the internet, and mailed to only those vendors who were provided a copy in person or by mail.

Each party must submit with his/her proposal a bond in the form of either a certified check, cashier's check, proposal bond, certificate of deposit or other form of security deemed acceptable by the City at its sole discretion. This proposal bond should be payable to the City of Birmingham and should be in the amount of \$1,000.00. In order for your proposal to be considered, it must be accompanied by an acceptable proposal bond. Once an award is made, the proposal bond will be returned unless we attempt to make an award to your company and you fail to accept the award.

A pre-proposal conference will be held at 9:00 a.m., April 21, 2010, in the Purchasing Conference Room, 1st Floor City Hall, 710 North 20th Street, Birmingham, AL 35203. Interested parties who plan to attend the pre-proposal conference are asked to confirm their attendance and submit any questions you have regarding the specifications by the end of the day April 14, 2010. You may email or fax your questions to the attention of William E. Caffee, City of Birmingham, Purchasing Division, BILL.CAFFEE@BIRMINGHAMAL.GOV, fax number (205) 254-2484. Answers to the questions received will be provided at the pre-proposal conference and posted as an addendum on the City's website.

The City has 90 days after receipt to accept proposals at the prices proposed, and for any period of time thereafter if the City requests, and the proposer agrees to an additional period of time.

The City shall determine as non-responsive any proposals submitted that are deemed not to meet the minimum requirements of the specification. The City reserves the right to waive any informalities, if deemed in the best interest of the City to do so.

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The City reserves the right to make an award without conducting negotiations. However, if negotiations are deemed necessary, they will be conducted with all providers who have at least a minimally acceptable proposal as determined by the proposal evaluation committee. Once all negotiations are complete, if conducted, the City will give each provider the opportunity to submit a revised proposal in the form of a Best and Final Offer.

The City reserves the right to reject any and all proposals submitted, any part or section of any proposal, and to waive any informalities.

The City follows a policy of non-discrimination. No contractor with the City should discriminate on the basis of race, sex, religion or national origin.

Proposals will be received by the Purchasing Agent, Room P-100 First Floor City Hall, 710 North 20th Street, Birmingham, AL 35203. Proposals must be received by 4:00 p.m. CDST, May 5, 2010. Proposals received after this time will not be considered.

An original and three (3) hard copies as well as one (1) digital copy of your proposal must be submitted in a sealed envelope, marked **"INMATE TELEPHONE SYSTEMS" 4:00 p.m. CDST, May 5, 2010**. Proposals may be hand delivered to P-100 First Floor City Hall, Birmingham, AL 35203 or mailed to P. O. Box 11295, Birmingham, AL 35202-1295. **(DO NOT MAIL PROPOSALS TO P-100 CITY HALL)**. However, proposals sent by express carrier (i.e. Federal Express, Airborne, UPS, etc.) must be mailed to 710 North 20th Street and specify delivery to Room P-100 First Floor City Hall, Birmingham, AL 35203.

It is the proposer's responsibility to make sure that his proposal is in the possession of the Purchasing Agent on or before 4:00 p.m., CDST, May 5, 2010.

W. E. Caffee, Assistant Purchasing Agent

yc
Attachment
B.N. 04/07/10

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

Section I
INFORMATION, INSTRUCTIONS, & GENERAL REQUIREMENTS

1.0 INTRODUCTION

This RFP does not commit the City of Birmingham to award a contract, to pay costs incurred in the preparation of a proposal in response to this request, or to procure or contract for services or supplies.

The City reserves the right to reject any and all proposals, to waive informalities or irregularities contained in any proposal and to award a contract for items herein if it is deemed to be in the best interest of the City to do so. Additionally, the City reserve the right to negotiate optional items and/or services with the successful firm.

Vendors are invited to submit proposals for an Inmate Telephone System for the Birmingham City Jail named in the FACILITY LIST in section 2. Minimum specifications and requirements are listed in this Request for Proposal (RFP). Offers by Vendors shall be firm for a minimum of ninety (90) days following the proposal opening and for any mutually agreed to extension.

All participating bidders shall mark conspicuously – compliance with an “X” in the appropriate column beside each specified item. Those items marked in the “NO” column must be explained in detail by written attachment as stated in section 1.2, part L.

1.1 DEFINITION OF TERMS

The City of Birmingham has made every effort to use industry-accepted terminology in this RFP and it will attempt to further clarify any point or item in question.

The word Agency shall mean the City of Birmingham, AL.

The words “proposer”, “bidder”, “vendor”, and “contractor” are used synonymously in this document.

The word “system”, unless otherwise qualified, means the proposed inmate telephone system.

The word “local” means Jefferson County or any county contiguous to Jefferson County.

1.2 PROPOSAL SUBMISSION

- | | | | |
|----|--|--------------------------------------|-----------|
| A. | To be considered, proposals must be received by 4:00 p.m. CDST, May 5, 2010. | BIDDER COMPLIES
YES | NO |
| | | _____ | _____ |
| B. | Information in the proposal response labeled confidential or proprietary must be kept to a minimum and, if included, shall be submitted in a separate, sealed envelope marked “confidential” and/or “proprietary”. While the City will attempt to process such documents in a manner intended to keep them confidential, the City cannot ensure that such documents will remain confidential. | _____ | _____ |
| C. | If additional information is necessary to enable vendors to better interpret the information contained in the RFP, written questions will be accepted until close of business on April 14, 2010. Written questions should be sent to Bill Caffee at email address: bill.caffee@birminghamal.gov or fax to (205) 254-2484. All questions and responses will be made available at the pre-proposal conference and posted as an addendum on the City’s website. | _____ | _____ |
| D. | Any statement in this document that contains the word “ <u>must</u> ” “ <u>shall</u> ” or “ <u>will</u> ” means that compliance with the intent of the statement is mandatory and failure by the vendor to satisfy that intent may cause the proposal to be rejected. | _____ | _____ |

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	BIDDER COMPLIES	
	YES	NO
E. Vendors must submit a signed original proposal and the required number of copies on or before 4:00 p.m. CDST, May 5, 2010. The vendor must submit one (1) original and three (3) copies of the proposal.	_____	_____
F. All official documents and correspondence shall be included as part of the resultant contract.	_____	_____
G. The City reserves the right to award a contract or reject any or all proposals if it is in the best interest of the City to do so.	_____	_____
H. LETTER & SUMMARY: The original proposal must include in a letter (no more than two pages) that contains the original signature of a company official who is authorized to bind the Vendor to a resultant contract. An executive summary of the project is also required.	_____	_____
I. BID BOND: Any proposal submitted shall be accompanied by a proposal bond made payable to the City of Birmingham in the amount of \$1,000.00 in the form of either a certified check, cashier's check, certificate of deposit or other form of security deemed acceptable by the City.	_____	_____
J. VENDOR PROFILE: The Vendor's proposal must include a separate section labeled "VENDOR PROFILE" (the Vendor's name may be substituted for the word VENDOR). This section should include a brief history of the Vendor's company and experience with providing inmate telephone systems. Include an overview or chart of the company's management structure. This section must also include a statement about the company's financial stability. Submit with the proposal the company's audited financial statements for the past three (3) years. Privately owned companies may submit financial reports in a separate sealed envelope labeled "confidential".	_____	_____
If the Vendor feels that there are distinct advantages that set its company or its system apart from others, please list and/or explain those in this section.	_____	_____
Only vendors with proven experience in this field will be considered. Prospective vendors should possess knowledge and experience in inmate phone systems and have the ability to provide technical service and maintenance.	_____	_____
K. REFERENCES: The Vendor's proposal must include a separate section labeled "REFERENCES". Vendor must submit at least three (3) reference accounts (including persons to contact and telephone numbers) located in the United States. Reference accounts must have a system of the same or similar configuration as proposed under this RFP.	_____	_____
L. RFP RESPONSES: The Vendor's proposal must include a separate section labeled "RFP RESPONSES". This section should include Sections 1 through 5 of this RFP with appropriate Vendor acknowledgements or detailed responses as required for each section. Any additions, deletions, or modifications to RFP specifications by written addenda issued by the City prior to the submission deadline should be noted and appropriately added to the RFP by the Vendor. Any such changes by the Vendor should be clearly indicated. Any unauthorized changes to the wording of RFP specifications shall be grounds for rejection of the proposal. Written addenda issued by the City should be included as an attachment or exhibit labeled RFP Addenda.	_____	_____

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		BIDDER COMPLIES	
		YES	NO
In REP sections devoted to Technical Specifications, Maintenance and Support Requirements, Implementation, and Rates and Commission, the Vendor shall respond to each numbered paragraph.		_____	_____
No response to an RFP item will indicate acknowledgement and compliance. Exceptions or non-compliance to any mandatory RFP item must be clearly indicated in the Vendor's response to that item.		_____	_____
M.	COMMISSION & RATES: The Vendor's proposal must include a separate section labeled "COMMISSION & RATES". This section should include the Vendor's proposed commission percentage offer to the City and the proposed calling rates for inmate calls.	_____	_____
N.	Multiple and joint proposals may be submitted by vendors. However, each proposal must be complete in every respect and must be clearly and uniquely identified as such. Multiple proposals must be presented in separate binders, and each proposal must address all requirements as stated herein. Multiple proposals that contain responses referring to separate proposals will be rejected.	_____	_____
	Multiple commission or rate offers within a single proposal are permitted only if one or more optional features or functionality are included and only if each optional feature, functionality or value added offering, as well as the alternate commission or call rate associated with that option, is clearly defined.	_____	_____
O.	Vendors are responsible for delivery of their proposal documents to the location specified below prior to the scheduled time for receipt.	_____	_____
PROPOSAL DELIVERY ADDRESS:			
City of Birmingham 710 North 20th Street, Room P-100 Birmingham, AL 35203 (205) 254-2265			
	All proposals shall be submitted in sealed envelopes and clearly marked "Response to RFP for Inmate Telephone Systems". No proposal will be opened until after the submittal deadline. The City will return, unopened, any proposals received after the time and date specified.	_____	_____
	Responses which are incomplete, not properly signed, not accompanied by a \$1,000.00 proposal bond, or otherwise contrary to the guidelines of this RFP, may be deemed as non-responsive and rejected and will receive no further consideration.	_____	_____
P.	Disposition of Proposals		
	All proposals become the property of the City and will be returned only at the party's expense. In any event, one copy of each proposal will be retained for the City's official files.	_____	_____

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BIDDER COMPLIES
YES NO

Q. Modification or Withdrawal of Proposals

Any proposal may be withdrawn or modified by written request of the party provided such request is received by the City prior to the submittal deadline. Modifications received after the deadline will not be considered. Withdrawal of proposals after the submittal deadline will cause the party to forfeit their proposal bond.

R. Cost of Response Preparation

The cost of preparing a proposal to this RFP will not be reimbursed to the proposing party.

S. General Contract Requirements

I. Licenses

All parties shall be licensed to do business in the State of Alabama and possess a current City of Birmingham business license.

II. Choice of Law

Any contract (agreement) resulting from this RFP shall be governed in all respects by the laws of the State of Alabama, Jefferson County, and the City of Birmingham.

III. Negotiations

The City reserves the right to negotiate with the successful party any terms and conditions which may be necessary or appropriate to accomplish the purpose and scope of the RFP; however, the City reserves the right to make an award without conducting negotiations.

IV. Best and Final Offers (BFAO)

If negotiations are conducted, once negotiations are completed, BFAO's will be requested. At this time parties will have the opportunity, if they so desire, to revise their proposal including the compensation being offered to the City.

V. Assignment

Successful party shall not assign this contract to any other party without prior written approval of the City of Birmingham.

VI. Contract Time Frame

The base contract shall be for a period of three (3) years with an option for two independent (1) one year term extensions upon mutual agreement of both parties with a month to month extension thereafter.

VII. Parties shall provide a sample copy of their contract agreement form.

VII. TERMINATION OF CONTRACT

City may terminate contract without cause on 90 day prior written notice. Any violation of the contract by vendor shall constitute a breach and default. Upon such breach, City shall have the right to immediately terminate the contract. Such termination shall not relieve the contractor of any liability to City for damages sustained by virtue of a breach by the contractor. Contractor shall not be entitled to lost profit or other economic loss resulting from any termination.

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**BIDDER COMPLIES
YES NO**

T. Site Visit and Inspection

Potential bidders are required to make an onsite visit and inspect the area at the Birmingham City Jail, 425 6th Avenue South, Birmingham, AL 35205, to make themselves aware of any and all existing conditions which might affect their proposal. Contact Kathie Davis, phone (205) 254-6373, Monday thru Friday between the hours of 8:00 am - 3:00 pm to make arrangements to gain access to the area. Any proposal submitted will be construed as evidence that the proposer performed the onsite inspection.

1.3 PROPOSAL EVALUATION

The City will evaluate all proposals to insure all requirements are met. The Evaluation Committee will assign technical points as defined in the evaluation criteria table below.

In the event it is deemed necessary to have the Vendor further explain or demonstrate the functions of the proposed system, the Vendor shall make oral and/or written presentations and/or demonstrations to comply with the requirement. The City's evaluation committee will provide all instructions and clarification for setting up a system demonstration at the designated site. All expenses associated with any demonstration will be borne by the Vendor.

EVALUATION CRITERIA

Vendor Support and Maintenance	25 Points
Availability and quality of on-going support and maintenance procedures and personnel. Response procedures for emergency and disaster situations. Manufacturer's support role. User training. Detailed installation and support plans.	
Technical and Operational Considerations	25 Points
Current technology. State-of-the-art system. System administrative and investigative features. Data security and report capabilities.	
Vendor History and Experience	25 Points
Commission Percentage	25 Points

1.4 CURRENT PROVIDER

The current provider of inmate telephone services is: Global Tel-Link Corporation, 2609 Cameron Street, Mobile, AL 36607.

1.5 CURRENT CALL TRAFFIC

To assist Vendors in preparing rate and commission offers, the City has provided recent call statistics as an attachment to this RFP, Schedule A.

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**BIDDER COMPLIES
YES NO**

1.6 Insurance

The successful party shall carry general liability insurance (either primary or a combination of primary and umbrella coverage) with limits of not less than \$1,000,000.00 total with a maximum of \$1,000,000.00 for each occurrence and shall include, but not be limited to, personal injury, property damage, vandalism, property loss and theft. The successful party shall also carry automobile liability insurance with limits of not less than \$1,000,000.00 bodily injury per occurrence, \$1,000,000.00 property damage with combined single limit of \$1,000,000.00. Party shall carry Workman's Compensation coverage in an amount adequate to comply with the statutory requirements. Such policies shall name the City of Birmingham as an additional insured and shall contain an endorsement providing that the City will be given not less than thirty (30) days notice in writing prior to cancellation or change of coverage provided by said policies. Insurance shall be through companies authorized to do business in the State of Alabama. Certificate of insurance must be presented to the City within ten (10) days of notice of Award and prior to commencement of any work. Successful party is required to include the proposal number on the evidence of insurance document. Policies that state the company will endeavor to provide thirty (30) days notice prior to cancellation or change of coverage, but failure to do so shall impose no obligation or liability of any kind upon the insurer, its agents or representatives are not acceptable. Insurance shall be through companies authorized to do business in the State of Alabama with a B+ rating or better according to the most current edition of Best's Insurance Reports. Party is to provide written documentation of the company's rating with the proposal.

17. Indemnity

After the award, the successful party shall assume all liability for and shall indemnify and save and hold harmless the City of Birmingham and all of the officers, directors, agents, and employees of the aforementioned entities from all damages and liability for injury to any person or persons, and injury to or destruction of property, including the loss of use thereof, by reason of an accident or occurrence arising from operations under the contract, whether such operations be by the successful party or by any subcontractors or by anyone directly or indirectly employed by either of them, occurring on or about the premises or the ways and means immediately adjacent, during the term of the contract or any extension thereof, and shall also assume the liability for injury.

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**BIDDER COMPLIES
YES NO**

**SECTION 2
TECHNICAL SPECIFICATONS**

2.0 SCOPE OF WORK

The purpose of this procurement is to make available to the designated inmate population access to telephones during certain hours of the day. Inmate access to telephones is to be supervised and monitored by City staff. The system furnished shall be of advanced technology with state-of-the-art equipment provided. All equipment must be new: no used equipment will be considered acceptable.

Unless otherwise noted, specifications in this section define the minimum features and services required. The Vendor's response to each technical specification should clearly indicate whether or not the proposed system solution satisfies the requirement and should, in most cases, include enough details of how the functionality or service is accomplished to allow the City to fairly evaluate and compare the Vendor's solution with other proposed solutions.

2.1 SINGLE SOURCE PROVIDER

The successful Vendor must be a Single Source Provider. Vendor must own and operate the Inmate Telephone Platform including software, hardware and all technology. Vendor must have its own Customer Service, Technical Support and Billing Departments. The Vendor is allowed to use third party contractors only for local field support and repair services, otherwise no third-party support services will be allowed. The Vendor's Billing Department must receive a record of every completed inmate call and must be responsible for bill distribution and collections.

2.2 FACILITIES AND TELEPHONES

The locations and number of telephones initially required are listed below, but may need to be adjusted during the course of the contract to accommodate significant changes in inmate population. Vendor must agree to adjust the number of inmate telephones or to relocate existing telephones as needed at no cost to the City.

**FACILITY LIST AND
NUMBER OF TELEPHONES REQUIRED**

Facility	Address	Average Daily Population	# Inmate Phones
Birmingham City Jail	425 6 th Avenue South Birmingham, AL 35205	180	24

2.3 ADDITIONAL EQUIPMENT REQUIREMENTS

Six of the 24 inmate phones are ADA compliant.

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**BIDDER COMPLIES
YES NO**

2.4 TELEPHONE HARDWARE

2.4.1 Suitable for Inmate Environment

The contractor is to provide telephones that are suitable for an inmate environment, meaning that telephones are equipped with durable housings and reinforced cords. Each telephone is to be a non-coin, "dumb" type unit that is tamper-resistant. Equipment must not contain any external removable parts.

2.4.2 ADA Compliance

The inmate telephone system shall comply with applicable guidelines set forth in the Americans with Disabilities Act (ADA). Telephones should be hearing aid compatible and have volume controls.

2.4.3 TDD/TTY Compatible

Inmate telephones must be compatible with the use of TDD/TTY units that may be required for hearing impaired inmates.

2.4.4 Compliance with Applicable Regulations

Telephone equipment must comply with FCC regulations and all other equipment and services associated with the inmate telephone system must comply with all applicable federal and state standards and regulations.

2.5. CENTRALIZED PROCESSING AND DATA STORAGE

2.5.1 The inmate telephone system must be a centralize platform that provides secure, centralized storage of system settings, call detail records, and call recordings. Records and recordings are to be stored in a RAID (Redundant Array of Independent Devices) environment to provide maximum protection and automatic redundancy of call data. Describe the location, security, and maintenance of the environment in which inmate call records and recordings will be stored.

2.5.2 To minimize the need for facility space and on-site hardware maintenance the bulk of the system's controlling and call processing equipment shall be housed and maintained at a location provided by the Vendor. The system's controlling and call processing equipment should be continuously monitored and maintained by the Vendor's highly trained personnel.

2.5.3 The centralized system shall be capable of allowing an unlimited number of investigators to simultaneously search for and download call records or recordings from any facility covered by the Contract using the Vendor-provided network without degradation of call data.

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		BIDDER COMPLIES	
		YES	NO
2.6	<u>CALL SERVICES</u>		
2.6.1	<u>Out-Going Call Services Only</u> The inmate telephone system shall prevent incoming calls and permit only out-going calls from inmate telephones. Out-going call services for inmates should include local, inter-LATA, intra-LATA, interstate and international call capabilities.	_____	_____
2.6.2	<u>Domestic (U.S.) Calls</u> The inmate telephone system shall be capable of completing both collect and prepaid calls to any destination number within the United States, including Alaska and Hawaii. (See 2.8 Prepaid Call Services)	_____	_____
2.6.3	<u>International Calls</u> International calls must be prepaid and subject to the same restrictions and functions, including monitoring and recording and on-site reporting, as domestic calls. (See 2.8 Prepaid Call Services)	_____	_____
2.6.4	<u>Automated Operator</u> Regardless of call type or destination, an automated operator must facilitate all inmate calls from off the hook to hang-up. Automated voice prompts must be clear, friendly, and give information and instructions to both the inmate and the called party. Describe the types of instructions and information available via the automated operator of the proposed system.	_____	_____
2.6.5	<u>Language Options</u> At a minimum the system must be capable of responding to English and Spanish speaking inmates. If deemed necessary, prompts in additional languages must be made available at no cost to the City. The inmate caller will indicate the preferred language during call setup and thereafter all prompts, instructions, and warnings must be delivered to the inmate or the called-party in the designated language. There shall be basic dialing instructions provided in English and Spanish on each inmate phone set.	_____	_____
2.6.6	<u>Inmate Name Recording</u> The proposed inmate telephone system must have the capability to pre-record the inmate's name prior to routing the call to the destination number, for presentation to the called party by the automated operator. When PINs are required, the inmate's pre-recorded name must be saved during setup of the first call attempt and automatically retrieved when the PIN is used for subsequent calls. To ensure recording quality facility personnel must be able to replay name recordings at the system workstation and, if necessary, delete existing name files.	_____	_____

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**BIDDER COMPLIES
YES NO**

2.6.7 Call Branding

The system must brand each and every call as originating from the detention facility and provide the name of the facility and the name of the inmate caller, before the inmate is allowed to speak to the called party. For all calls except those to legal counsel, both the caller and the called-party must hear a clear warning statement that the call is subject to monitoring and/or recording.

2.6.8 Connection Delay

The system's automated operator must make first-contact with each called party to explain the origin and options associated with inmate calls, prior to final connection. The system must not allow the inmate to communicate in any way with the called party prior to the party's positive acceptance of the call.

2.6.9 Positive Call Acceptance

The system shall require that the called-party definitely indicates acceptance of an inmate's call before the final connection is made. Explain how positive acceptance is indicated on touch-tone and rotary-dialed telephones.

2.6.10 Overlay Messages

If deemed necessary by the City, the system shall have the capability to interject messages into an inmate's call at random intervals that remind the called party that the call is from an inmate at the correctional facility.

2.6.11 Inmate Crime Tip Line

The system must provide a no-charge, speed-dial number that connects to a recorded message system that can be used by inmates to anonymously report criminal activity within the facility or to provide information related to criminal investigations. Access to crime tip messages should be permission-based to only allow a select group of City users access to this information.

2.7 SPECIAL CALL SERVICES

2.7.1 TDD Call Process and Controls

The Vendor's solution must be capable of allowing facility personnel to monitor and review typed conversations that take place with the assistance of a TTY/TDD unit. Describe how out-going inmate calls via a TDD/TTY device are conducted and how the system tracks and maintains control of such calls.

2.8 PREPAID CALL SERVICES

2.8.1 Called-Party Prepay Options

In addition to traditional collect call service, the Vendor and the Vendor's system must allow pre-pay calling. Prepaid methods must allow friends or family members to establish prepaid accounts directly with the Vendor.

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		BIDDER COMPLIES	
		YES	NO
The Vendor should describe all prepay options available to called-parties. Include at a minimum the following:			
<ul style="list-style-type: none"> • Billing Options and Methods • Payment/Account Replenishment Options and Methods • Balance Notification • Customer Assistance for account setup or refunds • Supported Call Types le... Local, IntraLata, etc. 		_____	_____
		_____	_____
		_____	_____
		_____	_____
		_____	_____
2.8.2	<u>Inmate Prepay Options</u> The system shall have an easy-to-manage integrated Inmate Debit account system and/or the Vendor must provide inmate prepaid calling cards if requested during the term of the contract. Fully describe prepay options available for inmates.	_____	_____
2.9	<u>CALL CONTROLS</u>		
2.9.1	<u>Manual On/Off Switches</u> A manual on/off switch that controls service to all inmate telephones, as well as a manual on/off switch for each phone shall be located in a secured office or area specified by the City.	_____	_____
2.9.2	<u>Automatic Shut Down on Electrical Failure</u> If the system's controlling server computer fails, service to all inmate telephones must be automatically disconnected to prevent unauthorized and uncontrolled calls. Should commercial power to the facility be interrupted, the inmate telephone system shall be powered for a limited period of time by a UPS unit provided by the Vendor. During the period of operation on UPS power, the system shall prepare internal controls for a safe shutdown that saves current call data, and shall shut the entire system down if commercial power is not restored before UPS power is exhausted. Upon restoration of commercial power, the system shall re-boot and resume normal operations without the need for human intervention.	_____	_____
2.9.3	<u>Other Shut Down Method</u> The inmate telephone system must allow authorized personnel to temporarily suspend service to all or to selected inmate telephones at will. Describe system or service shut down options that are available in addition to the manual on/off switches previously required.	_____	_____
2.9.4	<u>Call Blocking by Destination Number</u> The system's call blocking functions shall be external of inmate phones and must allow designated numbers to blocked facility-wide and by individual inmate PIN. The system must allow facility personnel to block an unlimited number of destination numbers at the on-site system workstation.	_____	_____
2.9.5	<u>Call Blocking by Area Code or Other Groups of Numbers</u> The Vendor must ensure that blocking by area code or other large-area blocking cannot be performed without special permission and that a review of the revenue impact of such blocking will be performed and reported to the City prior to the application of any such block.	_____	_____

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		BIDDER COMPLIES	
		YES	NO
2.9.6	<u>Call Blocking by Called Party</u> The system's automated instructions to every called party must include an option to block future inmate calls.	_____	_____
2.9.7	<u>Disallowance of 800/900/Information/Operator Calls</u> The system shall disallow 800/900/information/operator call options. Prefixes such as 900, 950, 800, 888, 700, 976, 411, and 911 shall be automatically blocked. Calls to the operator through 0, 00, 10xxx, 950xxx, etc. shall be disallowed.	_____	_____
2.9.8	<u>Disallowance of Chain Dialing</u> The system shall be capable of detecting and preventing attempts by the inmate to chain-dial. After the information for the setup of one call is complete any hook-switch flashing or dialing of extra digits must not result in a secondary dial tone. The inmate must hang up before dialing a new number.	_____	_____
2.9.9	<u>Disallowance of 3-Way Calls</u> After an inmate's call is accepted and connected, the system shall be capable of detecting and preventing attempts by a called-party to establish a three-way connection. Should a three-way attempt be detected, the inmate telephone system shall flag the call record and immediately disconnect the call.	_____	_____
2.9.10	<u>Programmable Conversation Length</u> The system shall support a programmable maximum allowed call duration (example: 15 min.) with a time-remaining warning message heard by both parties prior to call termination. The maximum allowed call length shall be programmable facility-wide and by inmate phone, destination number, and housing unit. When PINs are required, maximum call durations must be assignable to individual inmates. The proposed system must allow the call duration assigned to a particular phone, facility area, or inmate to be different than, and to over-ride, the default maximum duration set facility-wide.	_____	_____
2.9.11	<u>Programmable Calling Times</u> The system shall allow facility personnel to restrict inmate calls to particular hours of the day and/or to particular days of the week. Scheduled calling periods must be programmable facility-wide and by individual housing units, inmate phones, destination phone numbers, and when applicable to inmate PINs. Additional holiday settings shall be available to allow alternate scheduling of phone usage for specific holidays.	_____	_____
2.9.12	<u>Free Calls</u> The system shall allow inmates to place free calls to numbers specified by the City. Free calls shall apply to local numbers only. Free calls to specified numbers must be assignable facility-wide and by inmate PIN.	_____	_____
2.9.13	<u>Immediate Application of Changes</u> When changes in call restrictions are made either system-wide or to restrictions assigned to inmate PINs, the system must immediately recognize the changes and implement them in real-time with no delay.	_____	_____

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

		BIDDER COMPLIES	
		YES	NO
2.10	<u>INMATE IDENTIFICATION SYSTEM</u>		
2.10.1	<u>Inmate Personal Identification Number (PIN) System</u> The inmate telephone system must have an integrated PIN assignment and management function that allows any or all inmate callers to be identified and allows custom restrictions to be assigned to individual inmates. The system must be capable of requiring the entry of a valid PIN at all inmate telephones and selectively at designated inmate telephones.	_____	_____
2.10.2	<u>PIN Assignment</u> The Vendor must explain how existing PINs are entered into the system and how new PINs are created and assigned. To save administrative time, at least one automated method of PIN account creation must be available. Fully describe all methods available for the creation and assignment of PINs.	_____	_____
2.10.3	<u>Approved Telephone Numbers Per PIN</u> The system shall have the ability to assign a limited number of allowable telephone numbers per PIN. To save administrative time, the system should have the ability to record the inmate's preferred destination numbers in an automatic, self-learning mode. Phone numbers automatically added to the inmate's allowed calling list must be accessible for facility personnel review and editing.	_____	_____
2.10.4	<u>Suspension of Individual Calling Privileges</u> The system must allow the calling privileges of individual inmates to be suspended indefinitely until such time as facility staff decides to reinstate the inmate's ability to make calls. The system must also allow an inmate's access to phone service to be suspended for a specified period of time, after which the system automatically reactivates the individual's access to phone service. At the desertion of authorized staff, the inmate should be able to complete calls to his/her attorney or legal representative during the suspension period.	_____	_____
2.10.5	<u>Assignment of Personal Call Restrictions</u> Describe all restrictions that can be assigned to individual inmates without affecting the calling privileges of other inmates.	_____	_____
2.11	<u>SYSTEM ACCESS</u>		
2.11.1	<u>On-Site PC Workstation</u> The system shall include at each facility at least one (1) on-site personal computer or administration terminal that will allow authorized facility personnel to control and report inmate call activities. System options and inmate telephone restrictions must be programmable at the workstation, but the functionality and operation of the system must be completely independent of any administration terminal. In other words, if the workstation computer fails, this shall in no way affect the ability of inmates to place calls or the system's ability to track and control inmate calls according to preconfigured restrictions.	_____	_____

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

		BIDDER COMPLIES	
		YES	NO
2.11.2	<u>Password Protected System Access</u> Access to call controls, administrative functions, call detail records, and call recordings must be password protected to prevent unauthorized access. Assigned passwords should be associated with a multilevel security system that dictates which features, functions, and data will be accessible to each user.	_____	_____
2.11.3	<u>Remote System Access</u> Should it become necessary, the system must have the capability to allow authorized facility administrators and/or investigators to access call controls or call records and recordings, as appropriate, from locations other than the Vendor-provided workstation computer, including locations outside the facility. For easier training and support of remote users, the City requires that the user interface and system features accessible from remote locations be identical to the user interface and features available at on-site workstations; restricted only by each remote user's security access assignments. Describe any and all available remote access methods, how proper security is maintained during remote access. Clearly state whether or not the user interface and features available via remote access match those available at on-site system workstations.	_____	_____
2.11.4	<u>Efficient, Easy to Use Interface</u> The system's workstation interface must be an easy-to-use Web-based Window's program that allows any authorized user at the facility, or at an authorized remote computer, to quickly and efficiently access the system and perform any or all of the administrative or investigative functions permitted by the individual's security level. The City prefers a system that requires only a single log-in by users who must perform multiple tasks. Please state whether or not your system requires users to log-in multiple times in order to perform different functions.	_____	_____
2.11.5	<u>System Access and Activity Log</u> The inmate telephone system must be capable of maintaining a system log that identifies each user that accesses the system and all activities and changes that occur while users are logged into the system. The system log should record any changes initiated within the system when call restrictions are created or edited facility wide, by PIN, by inmate station, or by destination number. The log should identify the date and time of the change, the user making the change, and the specific station or PIN changed, and describe the type of change made.	_____	_____
2.12	<u>CALL RECORDING</u>		
2.12.1	The system must be capable of recording all inmate conversations, excluding those to legal counsel. The system must automatically prevent recording of inmate calls to approved attorney or other legal counsel numbers. Facility staff must be able to selectively turn-off the recording function for other calls at will. Fully describe how the system protects client/attorney conversations from both recording and live monitoring.	_____	_____

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

		BIDDER COMPLIES	
		YES	NO
2.12.2	The proposed system must save recorded conversations for access and replay by facility staff or authorized investigators for a minimum of ninety (90) days.	_____	_____
2.12.3	The system's recording function must allow selected recordings of special interest to be retained and remain accessible on-line beyond the normal storage period.	_____	_____
2.12.4	Playback of recorded calls shall not require a manual media change. Recordings must be stored on digital hard drives that automatically provide data replication.	_____	_____
2.12.5	The system must provide easy access and replay of stored recordings from within the system's user program. Explain how an investigator who is logged into the system would locate and replay one or more desired recordings.	_____	_____
2.12.6	The system must provide an easy method for copying call recordings to CDs for permanent archival at the facility or for transporting a recording to a criminal trial as evidence.	_____	_____
2.12.7	When an inmate's recorded conversation is copied to a CD, relevant identifying information must also be automatically transferred to the CD, such as date and time of the call, inmate phone ID, destination number, and, if applicable, the PIN used to make the call.	_____	_____
2.12.8	The Vendor and/or the Vendor's system and processes must help ensure that inmate call recordings are tamper-proof and that chain of evidence is maintained when recordings are copied to portable media.	_____	_____
2.12.9	The system must provide a way for investigators to mark or tag locations within recordings for future reference. The system should allow the investigator to make notes at marked locations. These bookmarks/tags and their associated notes should follow the recorded call if it is burned to a CD.	_____	_____
2.13	<u>CALL MONITORING</u>		
2.13.1	The system must allow authorized staff to monitor calls in progress. The monitoring of live conversations shall not interfere with the on-going recording of those conversations and shall not be detectable by either the inmate or the called party.	_____	_____
2.13.2	The system's monitoring capabilities must include an alert function that will automatically notify designated staff or investigators, by phone or pager, when particular PINs or destination numbers are used during call setup. When the alert is delivered to an official's desk or cell phone, the system shall allow the alerted official to immediately access and monitor the live conversation.	_____	_____
2.13.3	Authorized personnel at the system workstation or from a remote location must be able to immediately disconnect or conference-into a call that is being monitored.	_____	_____

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

		BIDDER COMPLIES	
		YES	NO
2.14	<u>CALL DETAIL RECORDS AND REPORTS</u>		
2.14.1	The system shall create and save a detailed record for every call or call attempt, whether the call is accepted or rejected, and the fate of the call shall be noted in the call record.	_____	_____
2.14.2	At a minimum the record for each call shall contain information that identifies the location and ID of the inmate phone used, the destination number called, the trunk line used, the date and time of the call, the duration and cost of the call, type of call (local, IntraLATA, et cetera), and inmate PIN (if applicable).	_____	_____
2.14.3	All call detail records shall be stored on-line and available for retrieval by authorized users at the system workstation or at authorized remote computers for the entire duration of the contract. A duplicate copy of each call detail record must be automatically transmitted to a secure secondary storage location provided by the Vendor.	_____	_____
2.14.4	A copy of the call detail record for every completed call must be transmitted to the Vendor's bill processing center.	_____	_____
2.14.5	Call records for any specified time period (during the course of the contract) must be available to authorized staff and investigators through the system's user interface program. Call detail records must be displayable on-screen in a pre-configured call detail report that is ready for printing.	_____	_____
2.14.6	Printable call detail reports must be pre-configured to display the name of the facility and at a minimum the following fields of information for each record in the report: Inmate Phone Station; Location (of the inmate phone); PIN; Date and Time; Length (duration of the call); Cost; a field that indicates whether or not the call was accepted; and a field that will provide the reason a call was not completed.	_____	_____
2.14.7	The system must support the customization of call detail reports, for example to display alternate fields of information. The Vendor should explain how customized reports are accomplished when needed.	_____	_____
2.14.8	Each call detail report must display the total number of records in the report and the total revenue and total minutes for all calls in the report.	_____	_____
2.14.9	The system must allow the records in a call detail report to be sorted on-screen in ascending or descending order by the inmate station ID, destination number, PIN, date, time, length, cost, acceptance or rejection notations, and reasons for incomplete calls.	_____	_____
2.14.10	The system must allow the user to search for call records for review and/or reporting based on one or more specified criteria. For example: all calls placed to a specific destination number; all calls placed using a specific inmate PIN, et cetera.	_____	_____

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

	BIDDER COMPLIES YES	NO
2.14.11 The call record for any call during which a three-way call attempt was detected shall be flagged in the on-screen call detail report for quick visual identification.	_____	_____
2.14.12 The system must allow investigators to attach case-notes to call records and to use the existence of a case-note as a search criterion for the selection of call records to be reviewed. Investigators would like to be able to use text entries in case-notes (such as a case number or gang affiliation) as the search criterion for call records. Please include in your response whether or not your system provides this capability.	_____	_____
2.14.13 The system must allow administrators or investigators to access inmate names if that information is routinely added to and exists in the PIN file database. It would be helpful if inmate names were accessible directly from (on-screen) printable call detail reports. Please include in your response whether or not your system includes this time-saving feature.	_____	_____
2.14.14 Investigators must be able to access and replay the recorded conversation associated with a selected call record. Additionally: To save investigative time, it would be helpful if recordings were accessible for replay directly from (on-screen) printable call detail reports that would remain available for printing after the replay of one or more selected recordings. Please include in your response whether or not your system includes this additional time-saving feature.	_____	_____
2.14.15 Facility staff must be able to access and edit restrictions assigned to PINs. It is desirable that this capability be available directly from (on-screen) printable call detail reports that would remain available for printing after the editing of restrictions for one or more selected PINs. Please include in your response whether or not your system includes this additional time-saving feature.	_____	_____
2.14.16 Facility staff must be able to easily access and edit restrictions (e.g. block/unblock, set an alert, etc.) assigned to telephone numbers that have been entered into the system's phone list database. Describe how the system meets this requirement.	_____	_____
2.15 <u>OTHER ADMINISTRATIVE AND INVESTIGATIVE REPORTS</u>		
In addition to call detail reports, the system must be capable of providing a variety of reports based on inmate call records and or the system's user log. At a minimum the proposed system should provide the following types of reports:		
2.15.1 A summary report of the total number of calls for each day within a user specified time frame. This report must allow the user to apply search parameters.	_____	_____
2.15.2 A summary report of the most frequently dialed destination numbers. The report must allow the user to specify a time frame and at a minimum include the destination number and the total number of calls to that destination number. Sorting options must be available for each field.	_____	_____

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

		BIDDER COMPLIES	
		YES	NO
2.15.3	A summary report of the most frequently used PINs. The report must allow the user to specify a time frame and at a minimum include the PIN and the total number of calls placed using that PIN. Sorting options must be available for each field.	_____	_____
2.15.4	A summary report of the most frequently used inmate stations. The report must allow the user to specify a time frame and at a minimum include the station number and the total number of calls placed using that station. Sorting options must be available for each field.	_____	_____
2.15.5	A summary report of the most frequently used trunks. The report must allow the user to specify a time frame and at a minimum include the trunk identification and the total number of calls placed using that trunk. Sorting options must be available for each field.	_____	_____
2.15.6	An account creation report. The report must provide at a minimum a list of each new PIN and the date and time of PIN creation during a user specified period of time.	_____	_____
2.15.7	An analysis report that lists each rate type (i.e. free, local, interLATA, et cetera.). This report should include the total number of calls in the report and <u>for each rate type</u> should include at a minimum: the total number of calls, the total cost of all calls, and the total number of minutes for all calls of that rate type.	_____	_____
2.15.8	Users log report. This report must provide information to track the activities of each user that has accessed the system within the specified period of time. The report must allow authorized personnel to identify each user, date, time of log-in, activities performed, and time of exit from the system.	_____	_____
2.15.9	An inmate transfer report. The report must identify the movement of inmates from one facility to another when several facilities exist within a prison system. For example, if an inmate moves from the Intake facility to the Main facility, the report must show the old location of the inmate, the new location of the inmate, and the date and time the transfer took place.	_____	_____
2.15.10	A shared destination number list. This report must identify all destination numbers being dialed by multiple PINs.	_____	_____
2.16 OTHER FEATURES OF INTEREST			
2.16.1	<u>Inmate Management System Interfaces</u> Describe the Vendor's capability to provide software interfaces to other facility programs that would, for example, allow inmate PINs to be automatically transferred into the phone system's database from the facility's jail management system, or would allow monies in an inmate's commissary account to be used for pre-paid inmate calls. Describe how such interfaces would work.	_____	_____

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

BIDDER COMPLIES
YES NO

SECTION 3

MAINTENANCE AND SUPPORT

3.0 Technical Support and Customer Service

3.1 Vendor's Financial Responsibility

For the entire duration of the Contract, the successful Vendor shall be solely and absolutely responsibility for the provision, maintenance, and support of all equipment, software and services associated with the inmate telephone system, including the repair or replacement of inmate telephones as needed, at no cost to the City.

3.2 Established Customer Service Center for Called Parties

The successful Vendor must own and manage an established service center dedicated to the support of families and friends who receive calls from inmates at the facility; staffed by qualified service representatives who are able to address billing issues, numbers blocked due to lack of payment, and establish prepay accounts upon customer request. Parties receiving inmate calls through the Vendor's system must be able to contact the Vendor's billing and customer support center via a toll free number that is answered by service representatives for a minimum of ten (10) hours a day, seven (7) days a week. Include in your response the location of the customer service center.

3.3 Established Technical Service and Support Center

The successful Vendor must own and manage an established service center dedicated to the support of the inmate telephone system; staffed by qualified technicians who are able to address system problems 24 hours a day, 365 days a year. Facility personnel must be able to contact the Vendor's service center via a toll free number that is answered by a live operator at any time day or night. Include in your response the location of the technical service and support center.

3.4 Proactive System Monitoring

To help ensure reliable, problem free performance of the inmate telephone system the Vendor must be able to access and must regularly monitor the system's critical functions. Describe your company's ability and plan to remotely access and monitor system performance. Describe methods or procedures regularly used to ensure the system's reliability.

3.5 Remote Diagnostics and Problem Resolution

The Vendor's technical staff should be able to diagnose and resolve system software problems via remote access, without the need for an on-site visit.

3.6 Designated Technician for Continuity of Service

Upon contract award the successful Vendor must provide the name and credentials of one qualified service technician or manager who will be responsible for ensuring that all inquires or service issues related to the inmate telephone system at the City Jail are addressed satisfactorily and in a timely fashion. This individual will have the authority, resources, and responsibility to address technical issues via remote access of the system, dispatch a service representative to the site if required, escalate any issue that cannot be resolved within the expected time frame, and keep the City informed at regular intervals until issues are resolved.

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

		BIDDER COMPLIES	
		YES	NO
3.7	<u>Local Technician for On-Site Repairs</u> The Vendor must provide one or more local technicians to handle on-site maintenance, repair, or replacement of inmate telephones and other Vendor-provided equipment at the facility. The local technician(s) must be trained, certified, and available for dispatch to the facility any time a system problem cannot be diagnosed and/or corrected by remote access from the Vendor's Technical Service and Support Center. Should it become necessary, the Vendor must be willing and able to dispatch additional technicians to the facility from the Technical Service and Support Center. Explain how your company provides on-site service. If on-site service is to be provided by a subcontractor, identify the proposed subcontractor and describe the subcontractor's qualifications to provide this service. The Vendor is fully responsible for all work performed by a vendor-provided subcontractor.	_____	_____
3.8	<u>Local Spare Parts</u> The Vendor must provide a local cache of spare telephones or parts for timely repair or replacement of damaged or broken telephones.	_____	_____
3.9	<u>Required Response Times - System Issues</u> The response time for non-critical system repair work shall not exceed twelve (12) hours following notification. The response time for critical system repairs shall not exceed four (4) hours.	_____	_____
3.10	<u>Response Time - Non-Working Phones</u> In areas that have only a single phone, the replacement time for non-working phones shall not exceed twelve (12) hours following notification. Replacement time for a single non-working phone in an area with multiple phones shall not exceed 48 hours. Vendors are required to detail in their proposal how requests for telephone repair or replacement will be handled.	_____	_____
3.11	<u>Vendor's Problem Definitions and Response Times</u> Provide your company's definitions for problem types with expected response and resolution times.	_____	_____
3.12	<u>Vendor's Disaster Recovery Plan</u> Provide your company's plan to restore inmate telephone service to the facility in the event that service is interrupted and/or equipment is damaged by a natural or man-made disaster either at the facility or at the Vendor's system control or service centers.	_____	_____
3.13	<u>Vendor's Escalation Plan</u> Provide your company's procedures for escalating service issues that are not resolved within expected time frames. Upon contract award the successful Vendor is required to provide names, titles, and contact numbers for all individuals in the escalation hierarchy.	_____	_____

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

BIDDER COMPLIES
YES NO

**SECTION 4
IMPLEMENTATION**

4.0 Implementation Costs and Requirements

4.1 Cost

All expenses related to the installation and implementation of the inmate telephone system shall be the sole responsibility of the awarded contractor.

4.2 Materials and Labor

The awarded contractor shall provide all equipment or other required materials, as well as qualified labor, for the successful implementation of the proposed system. The Vendor must provide transportation to and unloading at the City's designated location. The City will not be liable for any charges for drayage, packing, cartage, boxing, insurance, crating or storage in addition to the price proposed by the Vendor. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the Vendor at his/her expense after installation.

4.3 Installation Responsibility

Supervision, delivery, unpacking, placement, installation, testing, and cut-over of equipment shall be the responsibility of the contractor. All phases of the installation must be coordinated through the City's designated contact person. The City's advice and written approval must be obtained by the contractor before making any modification or alteration to building(s) or grounds. Work areas shall be barricaded to provide a safe condition for pedestrian and vehicular traffic.

4.4 Conformance to Electrical Codes

Installation of electrical wires, cables, or electric-dependent equipment must comply with all applicable local and national electrical codes. Inside wiring must be concealed where possible and installed in a neat, workmanlike manner. Any cable runs not concealed inside ceiling or wall must follow ceiling, floor or wall corners and must be covered in metal conduit or other material pre-accepted in writing by the agency. All cable runs above ceilings shall be installed with clips or hangers to prevent contact with suspended ceilings.

4.5 Existing and New Cabling

Where available and appropriate, the awarded Vendor may use existing cabling at the facility. It is the Vendor's responsibility to inspect existing cabling to ensure its reliability. Any new cabling installed by the Vendor within walls, floors, or ceilings of the facility shall remain the property of the City after contract expiration.

4.6 Restoration

The contractor must restore to original condition any property, including sidewalks, streets, and grounds, that are damaged, marred, or defaced by the Vendor's employees or sub-contractors during the installation.

4.7 Expected Time Frame

The inmate telephone system should be fully installed and operational within ninety (90) days after the notice to proceed. If this schedule cannot be met, Vendor must state the number of days required to install the equipment after notification. Failure to state an alternate time frame in the proposal will obligate the Vendor to complete installation within the City's stated time frame. Extended installation times may be considered when in the best interest of the City.

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

		BIDDER COMPLIES	
		YES	NO
4.8	<u>Delayed System Acceptance</u> The City's final acceptance and approval of the installation shall be delayed until the system has performed satisfactorily for a period of thirty (30) consecutive days.	_____	_____
4.9	<u>Training</u> Following installation and at no cost to the City, hands-on training is to be provided on-site for all personnel who will be required to use or manage the inmate telephone system. The Vendor must provide at least one (1) printed user manual to remain at the facility throughout the contract period that clearly explains the use of all system features and functions.	_____	_____
	For the duration of the contract period, if deemed necessary by the City, the Vendor must agree to provide additional training at no cost to the City.	_____	_____
	A training plan that describes on-site training procedures and topics is to be included in the Vendor's implementation plan.	_____	_____
4.10	<u>Implementation Plan</u> Installation and cut over procedures must be designed to avoid prolonged disruption of phone service to inmates and to minimize disruption of normal facility activities. The successful Vendor's final implementation plan must be approved by the City prior to the commencement of equipment installation. Provide a preliminary implementation plan that addresses at least the following topics in any order that clearly explains the implementation process from start to finish.		
	• An introductory overview of the implementation process	_____	_____
	• The degree of involvement required of facility staff	_____	_____
	• A list the key project personnel who will be responsible for accomplishing the implementation. For each person on the list, include the individual's project responsibility and a brief summary of the individual's qualifications to perform that function. Resumes of key project personnel should be included with the proposal as a separate attachment or exhibit.	_____	_____
	• Details of implementation procedures to include the ordering, configuration, and testing of system equipment, telephones, and services prior to cut over.	_____	_____
	• Methods of equipment grounding and lightening protection	_____	_____
	• Testing and acceptance procedures following cut over	_____	_____
	• A detailed implementation time-line (e.g. Gantt or other chart)	_____	_____
	• Training of facility personnel	_____	_____

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

BIDDER COMPLIES
YES NO

**SECTION 5
COMMISSION AND RATES**

5.0 VENDOR RESPONSIBILITY

5.1 Responsibility for Billing and Collections

The Vendor shall be the responsible for billing and collections.

The Vendor shall provide to each called party, regardless of the called party's payment methodology, an invoice or statement of all calls to be paid for by the called party. This invoice shall include call details including, but not limited to, the date and time of each call, length of each call, and the applicable charge for each call.

5.2 Responsibility for Fraudulent and Uncollectible Calls

The contractor shall be responsible for all fraudulent billing and uncollectible calls.

5.3 Responsibility for Monthly Line Fees

The Vendor shall assume the responsibility for all monthly line fees associated with the inmate phone system.

5.4 CALLING RATES

5.4.1 Each Vendor shall charge the called party the agreed upon per minute rates and per call surcharges (subject to any necessary Alabama Public Service Commission approvals and/or rate filing requests). Such rates and surcharges shall remain fixed during the contract term, unless the City and the Vendor mutually agree to modify such rates or surcharges at any time during the contract period. Current Alabama Public Service Commission approved rates are included, Schedule C.

5.4.2. Vendor shall not charge the inmate or their call recipients any additional per call fees over and above the approved call rates. Vendor shall not charge inmates or called parties any additional fees for system features or functions that must be used by the inmate in order to place calls through the system.

5.4.3 Additional periodic (e.g. monthly) charges to called parties shall be limited to regulated fees and taxes or other regulated charges and, if applicable, transaction fees related to a called party's use of a credit card to fund a prepaid account.

5.4.4 If the Vendor desires to pass through to called parties a LEC billing fee (a charge to the Vendor for adding inmate collect calls to the LEC's monthly billing statement), the amount and frequency of that fee must be disclosed and explained as part of RFP Responses required under Section 1.2 part L. The City reserves the right to forbid the passing through of billing cost recovery fees that are deemed by the City to be excessively large.

5.4.5 For international calls the Vendor will be permitted to charge the tariffed per minute rate and per call surcharge in effect during the contract term for each international location.

5.4.6 The Vendor's proposed inmate call rates must be presented in the COMMISSION & RATES section of the proposal.

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

BIDDER COMPLIES
YES NO

5.5. COMMISSIONS

- 5.5.1 The Vendor's commission offer to the City shall remain fixed during the contract term, unless the City and the Contractor mutually agree to modify the commission rate at any time during the contract term. Commission paid to the City shall be based on completed billed calls, not collected revenue from calls completed. _____
- 5.5.2 The commission to be paid to the City shall be computed as a percentage of the total gross revenue generated by the application of the approved call rates for every completed collect or prepaid inmate call, regardless of rate type (Local, IntraLATA, InterLATA, Interstate, or International). The Vendor's proposed commission percentage must be presented in the COMMISSION & RATES section of the proposal. _____
- 5.5.3 Documentation supporting the commission paid to the City shall be included with each monthly payment. Documentation must include details of the revenue generated by completed calls from each inmate telephone during the billing period. For each rate-type (Local, IntraLATA, InterLATA, Interstate, or International), revenue details for each inmate phone must include at a minimum the total number of calls, the total time billed, and the total costs billed for the specified rate type. The Vendor shall provide with the proposal samples of revenue and commission reports that will accompany the commission payment. If reviews of the vendor's standard revenue and commission reports by the City reveal that the provided reports are inadequate, the successful Vendor must agree to provide additional reports that meet City requirements. _____

NOTE: Proposal must be signed by an official with authority to bind the provider contractually. The original proposal must have original signature. The name and title of the individual signing the proposal shall be typed immediately below the signature.

Successful party acknowledges and agrees that the City has the right to deduct from total amount of consideration to be paid, if any, to the successful provider under this contract all unpaid, delinquent, or overdue license fees, taxes, fines, penalties and other amounts due the City from the successful party.

City of Birmingham must have a copy of the successful party's current City of Birmingham business license prior to formal award of contract. Each party may submit a copy of his/her license along with his/her proposal. However, party must provide a copy of his/her current business license no later than 7 working days of receipt of notice of intent to award. Failure to submit the requested information will result in the notice of intent to award being revoked.

SCHEDULE A

TELEPHONE LOCATIONS AND GROSS REVENUE REPORT

TELEPHONE LOCATIONS AT THE BIRMINGHAM CITY JAIL COMPLEX:

Location	No. Telephones	
Birmingham City Jail Bldg	24	
Collect Call Type	Calls	Minutes
Local	1824	12,657
IntraLata	100	762
InterLata	42	201
InterState	47	253

Note: Number and duration of calls shown is a monthly average over the period February 2009 – January 31, 2010 and may vary from month to month.

SCHEDULE B

PROPOSED PRICING AND COMMISSION SCHEDULE

Please provide your proposed inmate calling rates for the following rate types. Include mileage bands where applicable.

Station-to-Station: Local _____
 IntraLata _____
 InterLata _____
 InterState _____

Provide your proposed commission offer to the City.

Station-to-Station _____

Calculate Monthly commission based on:

1824 local calls totaling 12,657 minutes X local rate quoted X commission %. _____
100 IntraLata calls totaling 762 minutes X Intra rate quoted X commission %. _____
42 InterLata calls totaling 201 minutes X Intra rate quoted X commission %. _____
47 InterState calls totaling 253 minutes X InterState rate quoted X commission %. _____

GRAND TOTAL \$ _____

Note: The City is interested in determining which proposal is likely to result in the most revenue to the City. The City recognizes that the marketplace, as opposed to the quoted rates will ultimately determine which proposal will produce the greatest revenue. The City reserves the right to consider the reasonableness of The quoted rates and to evaluate bids on the likely revenue to be produced and the expected quality of Service, as opposed to basing its award sole on the quoted rates.

PLEASE COMPLETE THIS PAGE AND RETURN WITH PROPOSAL

SCHEDULE C

Alabama Public Service Commission Maximum Inmate Collect Calling Rates EFFECTIVE June 1, 2009 20 Minute Minimum Call Duration

Local Calls:

Station-to-Station: \$2.75 flat rate

IntraLata Calls:

Station-to-Station: \$2.25 surcharge plus \$0.30 per minute

InterLata Calls:

Station-to-Station: \$2.25 surcharge plus \$0.30 per minute

InterState Calls:

Station-to-Station: \$3.95 surcharge plus \$0.89 per minute

SCHEDULE D
Current Contract
Birmingham City Jail Inmate Collect Calling Rates

Local Calls:

Station-to-Station: \$3.00 flat rate

IntraLata Calls:

Station-to-Station: \$2.50 surcharge plus \$0.20 1st and each additional minute

InterLata Calls:

Station-to-Station: \$3.25 surcharge plus \$0.49 1st and each additional minute

InterState Calls:

Station-to-Station: \$3.95 surcharge plus \$0.89 1st and each additional minute

Commission Rate 54%

**REQUEST FOR PROPOSAL FOR INMATE TELEPHONE SYSTEMS
FOR THE CITY OF BIRMINGHAM**

I hereby certify that we do not discriminate in employment of our personnel against any persons on account of race, creed, color, sex, or national origins, and acknowledges and agrees that the City encourages minority - and women – owned business participation to the maximum extent possible. This policy includes Historically Underutilized Business Enterprises such as architectural firms, engineering firms, investment banking firms, other professional service providers, and construction contractors as part of the City’s business, economic and community revitalization programs.

Vendor: _____

Contact Person: _____ **Title:** _____

E-Mail: _____

Phone: _____ **Fax:** _____

Business Address: _____

City: _____ **State:** _____ **Zip** _____

Signature: _____

Name: _____
(Type or Print)

Date: _____

Proposer acknowledges an onsite visit and inspection of the Birmingham City Jail was conducted prior to submittal of this proposal.

(Please check Yes or No)

YES _____ NO _____

Complete and return this page with your proposal.

ap21my31je.r1

Recommended By: The Mayor

Submitted By: The Mayor

RESOLUTION NO. 598-09

WHEREAS, the City finds that it is desirable and necessary to maintain transparency in city government; and

WHEREAS, subject to federal and state laws, the City has the right to refuse to do business with persons and entities which fail to comply with this policy of transparency;

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Birmingham that, subject to federal and state law, effective immediately and with the exception of contracts and transactions governed by existing state competitive bid laws, all individuals, agencies, non-profits, partnerships, corporations, limited liability companies, and other groups or entities seeking to do business with the City, provide services to the City, enter into a contract or appointment with the City, or obtain funding of any sort from the City (hereinafter referred to jointly as "Applicants") are hereby required to complete the *Transparency in City Government Disclosure Form* ("Form") on file in the City Clerk's office prior to entering into any contract or agreement with or accepting any appointment or funds from the City. Any Applicant which fails to accurately and satisfactorily complete the Form may be prohibited from receiving City funds and from entering into an appointment, agreement or other contract with the City. Forms shall be available for pickup in the City Clerk's office - Third Floor City Hall. Applicants shall deliver completed Forms to the Mayor's Office, Third Floor City Hall - Attention: Internal Audit and Contract Compliance Division. Copies of relevant completed Forms shall be submitted to the City Council or the appropriate Council Committee prior to consideration of applicable contracts, appointments and budget requests.

Adopted by the Council of the City of Birmingham April 22, 2009 and Approved by the Mayor April 28, 2009


City Clerk 

NOTE: Copy of the completed Transparency in City Government Disclosure Form can be submitted with your proposal.

TRANSPARENCY IN CITY GOVERNMENT DISCLOSURE FORM

**APPLICABLE TO ALL CITY CONTRACTS AND APPOINTMENTS
NOT GOVERNED BY STATE COMPETITIVE BID LAWS**

INSTRUCTIONS:

This form must be fully completed by each individual, firm, group, agency, non-profit and other entity (hereinafter referred to as "you" or "Applicant") seeking to do business with the City, provide services to the City, enter into a contract or appointment with the City, or apply for City funding.

Submit completed forms to the *Mayor's Office, Third Floor City Hall – Attention: Internal Audit and Contract Compliance Division*. Answer all questions applicable to you. Respond "Not applicable" or "NA" if a question does not apply to you. Attach additional pages if needed. Completed forms will be submitted to the Birmingham City Council along with the Applicant's proposed contract, appointment and/or funding request.

-
1. Name of Applicant:
 2. Physical Street Address of Applicant:
 3. Mailing Address of Applicant (if different from street address):
 4. Phone Number of Applicant:
 5. Key Contact Person for Applicant:
 6. Identify all officers, directors, owners, substantial investors in (5% or more of Applicant's stock) and partners of the Applicant:
 7. Are any of these persons City employees?

City of Birmingham Transparency in City Government Disclosure Form

8. Are any of these persons related by blood or by marriage to City officials or employees? If yes, list all pertinent relationships.
9. Identify all key employees or personnel of the Applicant:
10. Are any of these persons City employees?
11. Are any of these persons related by blood or by marriage to City officials or employees? If yes, list all pertinent relationships.
12. Has the Applicant ever received City funding, entered into a contract or appointment with the City, or provided services to the City?
13. If you answered "Yes" to Question No. 12 :
 - a) State the amount of funds received or amount of the contract or appointment.
 - b) Describe in detail the work performed, scope of appointment, or purpose for which the funds were used, and attach supporting documentation such as receipts and invoices.
 - c) Attach a copy of the contract or appointment.
14. Attach resumes of Applicant's key personnel.
15. Attach Applicant's articles of incorporation if applicable.

City of Birmingham Transparency in City Government Disclosure Form

16. Attach Applicant's 501(c)(3) letter from Internal Revenue Service if applicable.
17. Describe in detail the work Applicant seeks to perform for the City.
18. Identify all sources and amounts of public funding (federal, state and local) the Applicant has received within the past three (3) years.
19. Has the Applicant ever been suspended or barred from participating in federal contracts or other federal assistance? If yes, explain.
20. Has any individual associated with the Applicant ever been suspended or barred from participating in federal contracts or other federal assistance? If yes, explain.
21. During the past three (3) years, has Applicant retained, hired or paid any lobbyist, political consultant or attorney to assist Applicant in its bid to perform work for the City or obtain a City contract, appointment or funding? If yes, identify by individual name, firm name, address and telephone number any such lobbyist, political consultant or attorney.

City of Birmingham Transparency in City Government Disclosure Form

22. Identify any business or firm in which:

- a) The Applicant or its key personnel owns 5% or more of the stock;
- b) The Applicant or its key personnel serves as an officer or director;
- c) The Applicant or its key personnel is a partner.

Applicant's failure to file a Transparency in City Government Disclosure Form is punishable by state or local law to the maximum allowed by law and subject to any federal penalties required by the U.S. Code Annotated.

I declare under penalty of perjury that the Applicant's answers to each and every question on the City of Birmingham Transparency in City Government Disclosure Form are true and correct:

Signature

Print Name

Date

Title/Position with Applicant